

STRATEGIC PLAN

King County Community Services Division

ISSUE NO. 10

SUMMER 2000

CSD Completes RFP Process

Background

A competitive request-for-proposal (RFP) was carried out in the winter of 2000 to implement a \$300,000 budget reduction. The goal of this RFP was twofold: firstly, it would ensure that appropriate investments are made based on the new *King County Framework Policies for Human Services*, and secondly, it would provide Community Services Division (CSD) with an opportunity to respond to community-identified needs and priorities from the Strategic Plan subregional planning.

The RFP pool was made up of current community contracts for services which were not explicitly included in any County human service funding policy or plan that predated the *Framework Policies for Human Services* (see Issue 9). These services fell into three of the five community goal areas adopted in the *Framework Policies*. (For more details refer to the King County Human Services Recommendations Report, Phase I: 2000, available on the internet at: www.metrokc.gov/dchs/csd or contact Terry Mark at (206) 296-7689 for a copy.)

The three Community Goals addressed by this RFP were:

- .. Food to Eat and a Roof Overhead
- .. Supportive Relationships within Families, Neighborhoods, and Communities
- .. Education and Job Skills to Lead an Independent Life

The amount available to award from this RFP was \$564,700 for seven-month contracts from June 1 – December 31, 2000. The RFP was released on March 14 and due back to CSD by April 10. A proposer's conference was held on March 21. By the closing date CSD had received 57 RFP's for a total request of \$1,577,320.

The proposals were rated by panels. Each panel was responsible for one goal and specific subregions. During a day long session each panel had an opportunity to discuss the merits of each proposal and to make recommendations on the level of funding for each proposal. The panelists represented a variety of human service areas and King County subregions. They were from government agencies, non-profit agencies and the community. CSD sought broad representation in ethnicity among the panelists.

Distribution of funds mirrored the 1999 percentage distribution of projects to each goal and within that goal there was geographic distribution among the County's subregions. The RFP required the proposer to identify the goal area their program would address as well from which subregion(s) they would draw their clients. Some agencies provide Countywide services.

Who was funded

Food to Eat and a Roof Overhead

In the Food to Eat and a Roof Overhead goal area, 15 programs were awarded funds totaling \$241,961. Ten of the programs (80% of funds) serve at the regional level and five (20 % of funds) serve a variety of subregions. The remaining programs served East Urban (8%), South Rural (2%) and South Urban (4%) with one program providing services to East Urban, East Rural and North Urban (6%).

The majority of the funds, 45%, were awarded to programs providing housing and related services. Twenty-eight percent of the funds were awarded to programs providing food services. Information and referral services were awarded 14% of the funds. Awards were also made to advocacy services (7%), legal services (2%) and services for elderly and disabled adults (2%). We received proposals in this goal area in excess of \$461,000.

Supportive Relationships

In the Supportive Relationships goal area 16 programs were awarded funds totaling \$315,168. Five of the programs (34% of funds) provided regional services with the remaining eleven serving a particular subregion or a combination of subregions. The distribution of funding by subregion for these eleven programs were: South Urban 21%, East Urban/North Urban/Seattle 14%, South Urban/Seattle 14%, East Rural/North Urban 6%, South Rural 5%, and Seattle 3% and East Rural 3%.

The majority of the funds, 61% were awarded to programs providing services to youth and families. Typically these

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Letter from the Division Manager



Dear Stakeholder:

Back in February 1997 when the Metropolitan King County Council adopted the CSD Strategic Plan motion, I was delighted that CSD now had a publicly recognized method for establishing its priorities. The fiscal handwriting was already on the wall. Annexations and incorpora-

tions were limiting the funds the County could make available for discretionary human services and the demand for funds to keep pace in the criminal justice system was increasing. Hard choices were ahead.

The strategic plan process of planning in seven county subregions with teams of local stakeholders could not produce quick results. In 1999 Council recognized that criteria would be needed to make choices for the 2000 budget. That August the Council approved Framework Policies for Human Services - the result of six months of excellent work by Council staff. In November the Council directed CSD to use the framework in a Request for Proposals (RFP) to reduce its 2000 budget and its 2001 budget.

CSD issued the RFP in March. The dollar value of the RFP (\$1,250,000) included community contracts that were not included in approved county policy. The Framework Policies provided the basis for development of the RFP. The review and rating process was rigorous. We paid attention to the geographic distribution of funds as well as the Framework Policies. Funded projects cover a broad range of services as did the projects whose funding was included in the RFP pool.

The results of the RFP proved what the authors of the Framework understood when they established, as part of the adopted policy, a detailed implementation process i.e. that a framework is an umbrella structure. Used by themselves, the Framework Policies place broad limitations on the use of County funds. Recreational activities for youth in incorporated areas are excluded. What *is* included is most of the broad range of programs that CSD has funded in the past.

As this is written, the initial phase of the implementation process is almost complete. The 2001 – 2003 Human Services Recommendations Report (HSRR) will soon provide guidance on the direction of early childhood and

youth programming. By late summer, a draft report will be available for public comment prior to its submission to the Council for adoption.

I pause here to take a breath because my next statement risks making the process of policy formation and implementation appear endless. Once the HSRR report is available, the departments that receive funding for discretionary human services and the Children and Family Commission will need to review their current programming for compliance with the report and decide if changes need to be made. Actually this process is not endless, it is realistic because it recognizes the multiple layers of decision making in King County and the many stakeholders who must participate.

The Division that I manage will return to its Strategic Plan principles in this review. It will examine its mission and the core businesses of its parent department—DCHS. CSD will also examine the results of its subregional planning work. Those results are not confined to a set of reports, they include new relationships established with our partners in the funding and delivery of human services in King County including suburban cities, DSHS, community agencies, other county agencies, citizen advisory bodies and United Way.

CSD's funds are only a part of the funding of agencies and service systems. The funding of discretionary human services is complex. Changes made by any funder will have visible effects. The funding landscape changes as the policy objectives of funders like King County change. Standing still is not possible, neither is recognizing all of the possible consequences of any changes. What is possible is making decisions that recognize the Division's mission, priorities and partnerships.

Sadikifu Akina-James

Manager, Community Services Division

Mission

COMMUNITY SERVICES DIVISION

To work in partnership with communities and other funders to strengthen individuals and families and improve the viability and livability of communities.

We achieve this by developing, supporting and providing prevention, intervention and community education-based human services; decent affordable housing; and other capital investments.

Report Card for Community Services Division

The Community Services Division (CSD) submitted a performance review report card of its 1999 services and programs to the King County Metropolitan Council this April. The report card is a one-year picture of what CSD caused to happen in King County and includes the resources used, amount of services provided, and the outcomes of those services. It also includes a work plan describing how CSD plans to improve its outcome evaluation capabilities.

Effort

The County has now adopted five Community Goals, matching United Way's goals, for all discretionary human services. These goals are:

- Food to Eat and a Roof Overhead
- Supportive Relationships within Families, Neighborhoods and Communities
- A Safe Haven from all Forms of Violence and Abuse
- Education and Job Skills to Lead to an Independent Life
- Health Care to be as Physically and Mentally Fit as Possible

Within the Community Goals, CSD has organized its 1999 contracts and programs into 25 lines of business that share common objectives. Services range from child care to senior services, development of affordable housing to domestic violence services. In 1999, CSD's services and capital projects reached 23% of the county's 1.667 million population. Over 500,000 hours of service, 300,000 bednights, 190,000 meals, 70,000 days of child care, and 10,000 presentations or community events were provided. Resources used were \$30 million from County current expense, other County funds, federal housing and urban development, department of labor and other grant funds.

Outcomes

Sixty percent of the contracted services and internal program collect and report on program outcomes. Most show positive impacts in a variety of ways. Four CSD programs were evaluated in depth by outside consultants for effectiveness in achieving their intended outcomes. The juvenile justice intensive intervention program, Royal Project, saved 1,053 detention days; this is the equivalent of 2.88 beds in youth detention. The Young Family Independence Program for

pregnant and parenting teens had a much lower rate of repeat pregnancies among its 141 families than occurs in the same population without this intensive intervention. One in five indigent veterans participating in the Post Traumatic Stress Disorder Program experienced reduction in depression and suicidal thoughts. The Opportunity Skyway Youth Training Program dropout prevention efforts resulted in 79% of participants attaining a GED and 67% gaining employment.

Preparing for Further Evaluation

CSD is taking steps now to ensure that program evaluation is a regular feature for its programs. Evaluations of program effectiveness will ultimately be conducted of all CSD's significant service efforts. In this way, program evaluation will become an integral component of program administration. The report card presents a 2000 work plan to move CSD toward this goal. A major feature of the plan is to provide hardware, software and technical support to contractors so that they can reasonably gather outcome information. CSD will also be working with other funders and stakeholders to better align outcomes and reduce the demands on service providers.

What Happens Next

King County Council and Council staff now have the opportunity to review the report card. CSD staff will be available to discuss the findings with them.

In the meantime, CSD staff members are implementing the preliminary steps within the workplan. CSD staff have joined with United Way, City of Seattle, other jurisdictions, and providers to pilot a more "aligned" information system that simplifies the data they request from human service providers. CSD is also working on a process to provide limited funding to community based providers so that they can acquire the training and equipment they need to track outcome information.

How to Get Copy of the Report Card

If you would like a copy of the report card,
you can get a copy by calling:

Cheryl Emby
Community Services Division
(206) 296-7683

or visit metrokc.gov/dchs/csd/management

Highlighted Findings

Housing is the most pressing community problem. All six subregions surveyed ranked “lack of affordable housing” as one of their top three community problems. It was the top ranking problem in the East Rural, East Urban and Vashon Island subregions. Overall, 51.7% of all respondents listed lack of affordable housing as a major or moderate problem.

Jobs that pay enough is an issue in all subregions, although less so in the East Urban subregion. All subregions listed the lack of jobs that pay enough as a top-ten problem. It is more of a problem in the rural subregions, where between 41% and 42% of the respondents listed it as a major or moderate community problem. The East Urban subregion ranked lack of jobs that pay enough lowest (ranked 8th).

Traffic congestion is seen as a major problem in the urban subregions but not in the rural subregions. The North Urban and South Urban subregions ranked traffic congestion as the number one community problem. In both cases, the percentage of respondents listing it as a major or moderate problem (76% in North Urban and 69% in South Urban) was at least 12 percentage points higher than for the second ranked problem. This quite likely would have been a highly ranked problem in the East Urban subregion but the issue was not added to the survey’s problem list until after the East Urban survey. The rural subregions did not rank traffic congestion as a top-ten problem. Only 3% of the Vashon Island respondents, 8% of the East Rural respondents, and 22% of the South Rural respondents saw it as a major or moderate problem.

Inadequate public transportation is a frequently cited community problem. Inadequate public transportation is ranked as a top ten community problem in all but the South Urban subregion. The South Rural subregion ranks it as the second most pressing community problem (39% stated it was a major or moderate problem). In the East Rural, East Urban and North Urban subregions inadequate public transportation is the fourth or fifth most pressing problem.

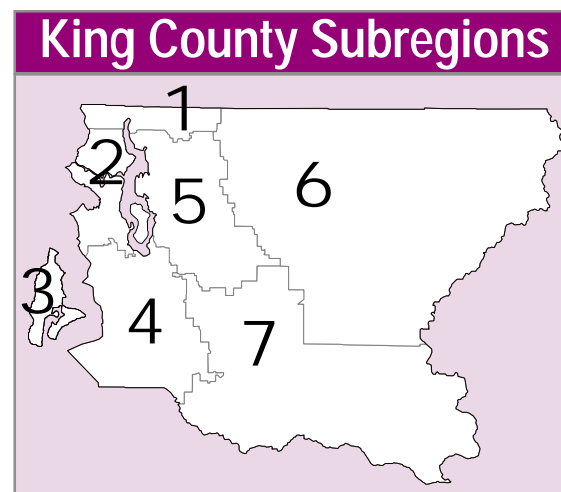
Alcoholism and drug abuse are seen as very serious community problems. All the subregions rank alcoholism and drug abuse as top ten community problems. It is most pressing in Vashon Island and the East Rural subregions where over 40% of the respondents see both as major or moderate problems. They are ranked lowest in the North Urban subregion (31% see drug abuse as a major or moderate problem and 29% see alcoholism as a major or moderate problem). Alcoholism is the number

one ranked problem in the South Rural subregion (42%) while drug abuse is the third mostly highly ranked problem in the East Urban and Vashon Island subregions.

The rural subregions see lack of youth activities as a more serious problem. All three rural subregions ranked lack of youth activities as a top-five community problem. It was the second highest ranked community problem in the Vashon Island (55%) and East Rural (45%) subregions. For two of the urban subregions lack of youth activities was not ranked as a top-ten problem and was ranked only 9th in the East Urban subregion.

Youth violence is seen as a top ten problem in the South Urban subregion. Youth violence was generally seen as a lower level community problem except in the South Urban subregion. In that subregion, youth violence tied with lack of affordable child care as the 10th highest ranked problem—31% of the South Urban respondents saw youth violence as a major or moderate community problem. The South Rural subregion was next closest at 20%.

Vashon Island residents are the most satisfied with their community but also report many problems. Sixty-eight percent (68%) of the Vashon Island residents agreed that their “community is an excellent place to live.” This was 17% higher than the second ranked subregion. Yet, despite the high level of satisfaction, Vashon Island residents were the most likely to see problems with affordable housing, alcoholism, drug abuse, jobs that pay enough and lack of youth activities. The assumption is that there must be many positive aspects of life on the island that compensates for the problems.



1. North Urban; 2. Seattle; 3. Vashon Island; 4. South Urban; 5. East Urban; 6. East Rural; 7. South Rural

Subregion

SUBREGION

Your Community is an excellent place to live

COMMUNITY PROBLEMS

Lack of Affordable Housing
Alcoholism
Drug Abuse
Jobs That Pay Enough
Lack of Youth Activities/Svcs
Inadequate Public Transport.
Affordable Medical Care
Lack of Parenting Skills
Traffic/Congestions
Lack of Affordable Child Care
Lack of Rec Facilities/Progs
Affordable Dental Care
Domestic Violence
Over Population-Growth
Teenage Pregnancy
School Drop-Out
Crime and Violence
Lack of Money for Basic Svc
Lack of Quality Child Care
Lack of Affordable Legal Svc
Lack of Housing for Seniors
Poor Quality Education, K-12
Child Neglect
Mental Illness or Emotional
Youth Violence
Lack of Services in Area
Lack of Housing-Disabilities
Lack of Services-Disabilities
Physical Abuse of Children
Racial/Ethnic Discrimination
Unemployment
Gang Activities
Lack of Services-Seniors
Illiteracy
Homelessness
Youth Suicide

Source: Market Data Research -

al Comparisons Commonalities and Differences

East Rural		East Urban		North Urban		South Rural		South Urban		Vashon Island		Average
47%		51%		49%		49%		24%		68%		48.0%
%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%
55%	1	52%	1	57%	2	37%	3	45%	3	64%	1	51.7%
45%	2	40%	2	29%	9	42%	1	34%	9	46%	4	39.3%
41%	5	36%	3	31%	8	38%	4	42%	4	47%	3	39.2%
41%	5	29%	8	33%	6	31%	6	41%	5	42%	5	36.2%
45%	2	26%	9	24%		36%	5	26%		55%	2	35.3%
44%	4	35%	4	36%	5	39%	2	25%		32%	10	35.2%
40%	8	30%	7	39%	4	26%		36%	8	28%		33.2%
29%		32%	5	28%	10	28%	8	39%	7	27%		30.5%
8%		n/a		76%	1	22%		69%	1	3%		29.7%
28%		32%	5	26%		25%		31%	10	34%	8	29.3%
41%	5	19%		25%		29%	7	25%		33%	9	28.7%
29%		26%	9	33%	6	23%		29%		27%		27.8%
28%		22%		17%		28%	8	29%		35%	7	26.5%
22%		n/a		55%	3	16%		57%	2	6%		26.0%
34%	10	25%		21%		27%	10	30%		16%		25.5%
35%	9	25%		14%		25%		26%		24%		24.8%
18%		22%		18%		24%		41%	5	17%		23.3%
31%		18%		16%		20%		22%		23%		21.7%
22%		20%		17%		19%		22%		29%		21.5%
24%		24%		21%		18%		23%		18%		21.3%
26%		n/a		21%		17%		18%		36%	6	19.7%
25%		18%		14%		17%		24%		14%		18.7%
18%		16%		16%		19%		24%		16%		18.2%
18%		15%		17%		14%		23%		18%		17.5%
19%		n/a		16%		20%		31%	10	12%		16.3%
30%		n/a		12%		20%		15%		20%		16.2%
22%		n/a		13%		14%		18%		27%		15.7%
19%		19%		12%		10%		12%		20%		15.3%
15%		15%		12%		15%		20%		13%		15.0%
13%		18%		11%		17%		14%		16%		14.8%
19%		9%		8%		13%		16%		22%		14.5%
10%		17%		11%		13%		28%		7%		14.3%
13%		19%		9%		11%		16%		15%		13.8%
19%		14%		8%		12%		19%		7%		13.2%
12%		11%		8%		11%		18%		12%		12.0%
9%		n/a		11%		8%		9%		6%		7.2%

KEY

68% Largest % in Community Problem

15% Smallest % in Community Problem

Telephone surveys - September 1997 - October 1999 n/a: Not asked in that subregion

North Urban Update

The final report on the efforts of the North Urban Human Services Planning Committee is now available. *Strengths and Needs: An Assessment of Housing and Human Services in King County's North Urban Subregion* describes the planning process and the partnership of the North Urban Human Services Alliance (NUHSA), United Way of King County and King County Community Services Division. *Strengths and Needs* also documents the identified needs and strategies to address those needs of the subregion by providing a profile of each human service priority including need, barriers and services currently provided. Preliminary results from the resident phone survey are also included in the Appendix. The Community Services Division appreciates the collaborative effort of this work group and anticipates using the results of this planning effort to guide future decisions on funding and placement of human services in King County.

To receive a copy of *Strengths and Needs: An Assessment of Housing and Human Services in King County's North Urban Subregion* contact Cheryl Emby at 206-296-7683 or email cheryl.emby@metrokc.gov.

Update on Seattle Subregional Planning Process

After solicitation of input from key stakeholders in the Seattle subregion, the Community Services Division published needs, objectives and priorities for this subregion in *Priorities for the Seattle Subregion*. An Overview consisting of population, income, ethnicity, and housing data similar to the Overviews for the Rural and North Urban subregions was also published by CSD and used for the recent RFP process in Spring 2000. The priorities will be used to inform the development of the 2001-2003 Human Services Recommendations Report.

To receive a copy of *Priorities for the Seattle Subregion* or *Overview*: King County's Seattle Community contact Cheryl Emby at 206-296-7683 or email cheryl.emby@metrokc.gov.

South Urban Update

The South County Human Services Planners are reaching the home stretch on finalizing the South County human service priorities. The recommended priorities, which are presented in relation to the five United Way goals, are being reviewed by various planners and providers in the South County.

The main step in the review process was a presentation in March to the full body of the South County Human Services Planners and other interested stakeholders. Work groups discussed each of the goal areas and made recommendations on changes to the objectives or strategies. The goal area fostering the most debate was Health Care to be as Physically and Mentally Fit as Possible. There was some concern that the priority within that goal (increasing access to mental health services) might not be the most pressing. A work group of mental health providers and stakeholders was convened in May to provide more input on the case statement. This group reconsidered the objectives and the related strategies which resulted in rewriting the case statement.

The Leadership Institute of South Puget Sound is helping to craft the case statements into a business plan that will be understandable to the business community as well as human service planners. The South County planners are committed to expand the sources of funding to human services and seek to increase private sector involvement. A well-crafted business plan is a very important prerequisite for stimulating business support and can be extremely useful in drafting grant applications. The Leadership Institute is also preparing a Power Point presentation that will enable South County planners to easily convey the business plan to interested stakeholders. It is expected that the business plan and associated PowerPoint presentation will be ready by mid-July.



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www.metrokc.gov/dchs/csd/management



Sign language and communication material in alternate formats can be arranged given sufficient notice. Please call: (206) 296-7683, or TDD/TTY (206) 296-5242.



RFP Selection and Funding

Agency / Program	Current CSD CX funded project	Total Requested	Recommended Funding Level	Panel
Eastside Literacy Council / Eastside Literacy Project	Y	\$ 8,750	\$ 7,571	Education
YWCA of Seattle-King County-Snoho / YWCA Family Village	Y	\$ 28,850	\$ 18,768	Food other
Maple Valley Food Bank & Emer Srvs / Food Bank and Emergency Services	N	\$ 7,000	\$ 5,000	Food other
Eastside Legal Assistance Prog / ELAP	Y	\$ 19,000	\$ 14,123	Food other
Presbytery of Seattle / Hospitality House of South King County	N	\$ 12,500	\$ 5,000	Food other
Fed Wy Comty Caregiving Network / FUSION	Y	\$ 7,500	\$ 5,000	Food other
Sr Services of Seattle/King County / Meals on Wheels	Y	\$ 14,700	\$ 14,000	Food
Fremont Public Assoc / Broadview Emergency Shelter & Transitional Program	Y	\$ 46,887	\$ 41,051	Food
CCS / Volunteer Chore Services+B37	N	\$ 35,000	\$ 15,000	Food
Boomtown Café / The Café Project	N	\$ 36,113	\$ 26,950	Food
Crisis Clinic / Community Information Line	Y	\$ 43,650	\$ 35,000	Food
Fremont Public Assoc / Housing Counseling	Y	\$ 17,443	\$ 13,082	Food
Catholic Commty Serv / Denny Place Youth Shelter	Y	\$ 19,649	\$ 14,250	Food
CCS / Legal Action Center	Y	\$ 7,074	\$ 5,306	Food
The Tenants Union / Tenant Counseling and Technical Assistance	Y	\$ 25,933	\$ 12,967	Food
Fremont Public Assoc / Community Action Team	Y	\$ 32,927	\$ 16,464	Food
Friends of Youth / Lower Snoq Valley Yth Activities Program	Y	\$ 12,727	\$ 9,482	Supprtv Rel.
Northshore Youth and Family Services / The Bright Beginnings Program	Y	\$ 26,250	\$ 18,411	Supprtv Rel.
Fremont Public Assoc / Sr & Adult Services	Y	\$ 54,633	\$ 43,982	Supprtv Rel.
ElderHealth Northwest / Elder Friends	N	\$ 20,000	\$ 10,000	Supprtv Rel.
Sr Services of Seattle/King County / Senior Rights Assistance	Y	\$ 15,876	\$ 12,000	Supprtv Rel.
Chinese Information and Service Center / Family and Youth Services	Y	\$ 55,000	\$ 44,000	Supprtv Rel.
Crisis Clinic / TEEN LINK	N	\$ 35,000	\$ 20,000	Supprtv Rel.
Fremont Public Assoc / Retired & Sr Volunteer Program	Y	\$ 17,009	\$ 14,418	Supprtv Rel.
Seattle 4-H Leaders Assoc / Seattle 4-H Franklin HS Challenge	N	\$ 12,226	\$ 10,000	Supprtv Rel.
Sr Services of Seattle/King County / African American Outreach Program	Y	\$ 15,000	\$ 6,000	Supprtv Rel.
Neighborhood House / Health, Nutrition and Education Project	Y	\$ 17,449	\$ 17,449	Supprtv Rel.
Ruth Dykeman Children's Center / Project LOOK's Juanita Apt School	N	\$ 75,370	\$ 28,739	Supprtv Rel.
Rainier Vista Boys&Girl Club / Yth Development Programming	Y	\$ 25,368	\$ 25,368	Supprtv Rel.
Fed Wy Youth & Family Services / Family Support Program	N	\$ 40,000	\$ -	Supprtv Rel.
Evergreen Club-The Korean Srs / Human Srv Prog for Korean-Am Srs	Y	\$ 16,615	\$ 15,115	Supprtv Rel.
Auburn Youth Resources / Rural outreach services	Y	\$ 16,750	\$ 16,750	Supprtv Rel.
Kent Youth and Family Services / Outreach Program	Y	\$ 23,454	\$ 23,454	Supprtv Rel.
		\$ 841,703	\$ 564,700	

continued from page 1

programs provide early intervention and prevention services. Twenty-seven percent of the funds were awarded to agencies providing services for the elderly, e.g., in-home personal care. Six percent of the funds were awarded to agencies providing information and referral services to teens. Five percent of the funds were awarded to an agency providing ESL/US Citizenship classes and social outreach to recent immigrants. We received proposals in this goal area in excess of \$929,000.

Education and Job Skills:

In the Education and Job Skills goal area one program was awarded \$7,571 for services to be provided in the East Urban, East Rural and North Urban subregions. We received proposals in this goal area in excess of \$151,000.

The specific agencies funded from this process are listed at the top of this page.

What did we learn?

The number of applications received and the amount of money requested were far in excess of the money available to award. The budgets we received with the proposals showed that the agencies had other funding partners besides King County. All proposals served primarily low and very low-income clients. Many agencies based in Seattle served clients in two or more subregions. A few programs were designed to address needs in the rural communities. Two programs addressed reducing impact on juvenile justice and adult criminal justice systems. Only two proposals were outside of the parameters of the Framework Policies which prevents funding of local projects serving only incorporated residents. And finally, the needs information in the proposal frequently referred to the needs data and priorities from CSD's subregional reports.

Thank you, Thank you, Thank you

CSD management would like to thank all the volunteer panelists for their hard work in reviewing the proposals and in making recommendations on funding levels.

OUTCOMES WORKSHOPS

Workshop Title*	Date	Time	Location	Trainer
Designing & Conducting Focus Groups	Sept. 12	9 am – noon	Mercer Island Comm. Center	Jane Reisman
Outcomes for Success	Sept. 13	9 am – noon	American Red Cross, Seattle	Judith Clegg
Using Case Records & Goal Attainment Plans As Evaluation Data	Sept. 19	9 am – noon	Good Neighbor Center, Renton	Jane Reisman
How To Succeed at Outcome-based Program Development & Evaluation	Sept. 20	9 am – noon	Mercer Island Comm. Center	Dawn Hanson Smart
Developing & Using Surveys & Interview Instruments	Sept. 21	9 am – noon	American Red Cross, Seattle	Marc Bolan
Preparing & Analyzing Data – Part I	Dec. 5	9 am – noon	Tukwila Comm. Center	Marc Bolan
Improving Programs Through Outcome-based Evaluation	Dec. 6	9 am – noon	Rockwell Center, Bellevue	Anne Gienapp
Preparing & Analyzing Data – Part II	Dec. 7	9 am – noon	Good Neighbor Center, Renton	Marc Bolan

COST: \$25 PER PERSON PER WORKSHOP. All other costs are underwritten by King County Community Services Division, Department of Community and Human Services.

SPACE IS LIMITED. These workshops do fill up, so register early! No registrations will be taken by phone or email; we must receive a completed registration form by mail or fax. Cancellations may be made up to 7 working days prior to the date of the seminar. No refunds will be given for cancellations made after this point. Accessibility services will be made available upon request with 10 working days advanced notification.

TO REQUEST A REGISTRATION FORM CONTACT:

The Volunteer Center – United Way of King County – 107 Cherry Street – Seattle, WA 98104 Phone: 206.461.4539 / Fax 206.461.8453 – www.unitedwayofkingcounty.org

Subregional Summary Now Available

CSD has prepared a report on the subregional planning process that has been completed in all seven subregions of the County (except for the South Urban subregion which is currently under review). This report includes a description of the process, aggregated phone survey

results and highlights from the needs assessment results. The appendices include subregional priorities, definition and population of each subregion and a list of related publications. To get a copy of the Subregional Summary via the internet go to www.metrokc.gov/dcsh/csd and go to the Plans, Reports and Policies page or email Cheryl Emby at cheryl.emby@metrokc.gov or call her at (206) 296-7683.

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SUMMER 2000



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